



Thank you for learning about the Washington Medicaid Integration Partnership pilot project... called WAH-MIP.

WMIP will offer managed care and coordinated healthcare services to Medicaid clients who receive SSI...Supplemental Security Income medical benefits.

WMIP's goal is to improve these clients' healthcare and quality of life.

Agenda

- Background
- Managed Care
- Enrollment
- Decision-Making
- Where to get more information



Here's what you will learn today:

Background information...

Services people get under WMIP...

How WMIP works...

How people can decide if WMIP is the right choice for them...

And where you can go to get more information.



BACKGROUND

WMIP will provide comprehensive healthcare for SSI clients by providing a more efficient and integrated service delivery system.

SSI clients often have complex health care needs.

Under the current, complicated system, they must find their own doctors and coordinate their own healthcare.

This can lead to gaps in care...

Poor health outcomes...

Unnecessary emergency room visits...

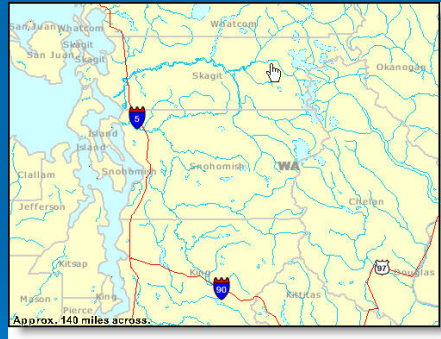
And, sometimes, dangerous combinations of prescription drugs.

WMIP's goal is to create a health care system that allows clients to focus on improving their health.

Contracting for managed care is a cost effective way to expand client choice and improve health outcomes without adding to the public resources needed to accomplish these goals.

Who, What, When & Where?

- Pilot project in Snohomish County
- Starts on January 1, 2005.
- Voluntary managed care program for up to 6,000 adult (21+) SSI clients.



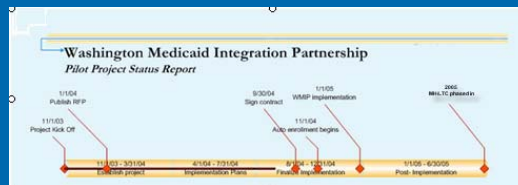
WMIP is a pilot project designed to deliver healthcare to Medicaid clients with the most complex health care needs.

The pilot is limited to Snohomish County and starts on January 1, 2005.

WMIP is voluntary and the enrollment is capped at 6,000 people.

To qualify, you need to be an adult...at least 21 years old...and receive Supplemental Security Income Medicaid due to age, blindness or disability.

Implementation Timeline



- January 1, 2005: integrated medical and chemical dependency services
- Post January 2005: Mental health and long-term care services added to the service package once service delivery networks are approved (later in 2005)

When WMIP starts in January, Molina will provide...or arrange...medical care and chemical dependency services.

Within the next year, Molina will start providing:

Inpatient mental health...

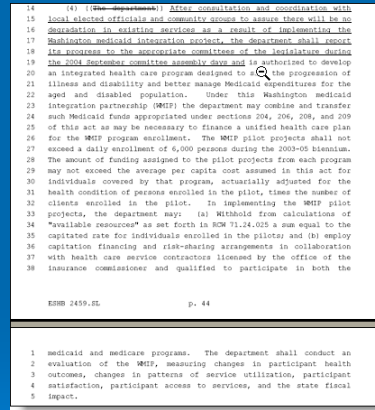
Outpatient mental health...

And long-term care services through its providers.

Legislative Authority

DSHS is allowed to:

“...develop an integrated health care program designed to slow the progression of illness and disability and better manage Medicaid expenditures for the aged and disabled population...”



The WMIP pilot project was authorized by the Washington State Legislature.

DSHS has been researching models in other states and working on the project model since 2001.

During the last year, we have focused on developing ongoing communications with community leaders...and on getting ready to implement the program.

Molina Healthcare of Washington will be our contractor for WMIP.

WMIP Goals

- Improve healthcare access & care coordination
- Improve client satisfaction
- Improve health outcomes & quality of life
- Improve management of Medicaid expenditures



The basic goals were set by the legislature.

DSHS set more specific WMIP objectives through research and its discussions with staff and Snohomish County leaders.

Our goals are to improve:

Healthcare access...

Care coordination...

Client satisfaction...

Health outcomes...

And the client's quality of life.

We also want to improve management of Medicaid expenditures.

WMIP Linkages

- Three DSHS administrations
- Molina Healthcare
- WMIP Community Advisory Board
- Tulalip and Stillaguamish Tribal Governments



WMIP promotes collaboration.

Clients, advocates, providers and administrators of the current care systems can help us stay in touch with community needs and react promptly to any implementation concerns that arise.

Three state agency administrations work closely together.

Constant planning and communication are required to create comprehensive and seamless managed care.

Monitoring & Evaluation

- Services WMIP clients receive
- Outcomes for WMIP clients
- Ongoing monitoring to review progress



WMIP will evaluate improvements in such things as:

Health outcomes...

Referrals to needed services...

Overall care coordination...

And access to preventative care.

Evaluation will also show us how well we are meeting our goals for WMIP clients.

Molina and Medical Assistance Administration staff will meet regularly to:

Review progress...

Discuss issues...

And make sure the project is running smoothly.

WMIP Services

- Primary Care Provider
- Care coordination
- Health assessment and a care plan
- 24/7 toll-free nurse advice line
- Disease management programs



It is important for people to understand what WMIP can offer them before they decide whether to enroll in the program.

WMIP gives clients many ways to plan and access their healthcare.

People who choose to enroll in WMIP will have:

A primary care provider...

Care coordination...

A 24 hour nurse hotline...

And one place to go...24-hours a day...for their healthcare needs.

All these things can make it much easier for people to navigate their way through the Medicaid system.

WMIP also offers preventive care through health education programs and newsletters.

Enrollees can call Molina Healthcare's member services if they have questions about providers or health benefits.

Interpreters are available. Molina's member services number gives information in different languages to meet the needs of clients who have limited proficiency in English.

Coverage

- Molina will coordinate & authorize most medical/chemical dependency services
- Many benefits can be accessed without prior approval
- Some benefits obtained only from fee-for-service



The WMIP enrollment guide lists the WMIP services that Molina provides.

It also lists services people can get from other state agencies...or through fee-for service.

It even has a list of things the state won't pay for.

This is good information...and clients will want to keep the guide on hand.

But if coverage gets confusing, they can always call Molina to ask questions and make sure there are no problems.

At the end of this presentation, I will tell you how to get a copy of the WMIP enrollment guide.

Managed Care vs. Fee-for-service

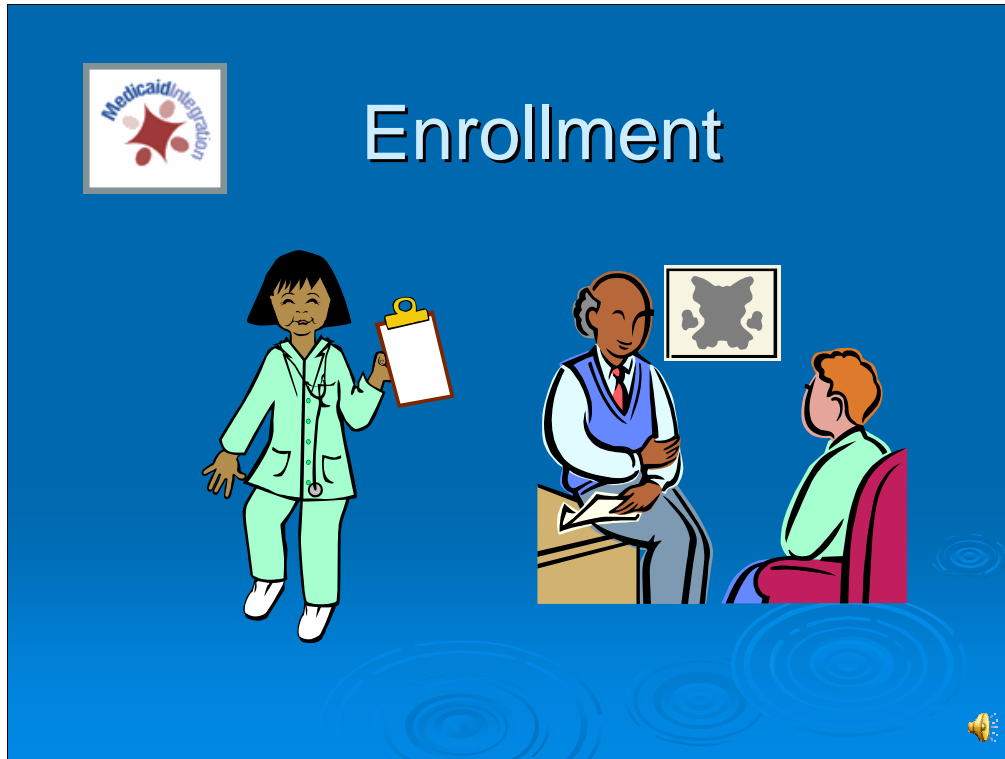
	WMIP	FFS
Basic Medicaid benefits & services	Yes	Yes
Primary Care Provider, care coordinator, toll-free nurse line	Yes	Maybe
Health assessment & care plan	Yes	Maybe
Disease management	Yes	Maybe
Quality & access guarantees	Yes	No

The enrollment guide has a description of what WMIP benefits Molina provides.

If you are working with someone to help them decide about how they want to receive their healthcare, it will be helpful to make sure they know all the benefits before they make up their mind.

Some people have a good relationship with their doctors and will want to stay with fee-for-service.

Others might be interested in switching from fee-for-service, once they learn about the WMIP option.



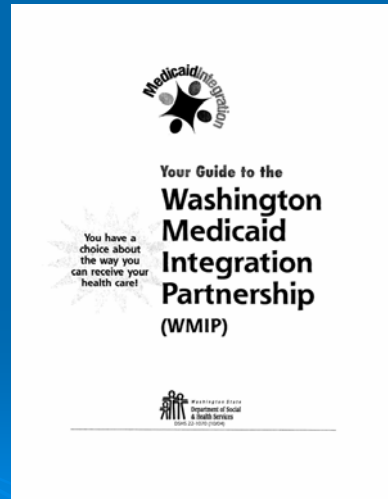
Enrollment in WMIP is voluntary...

BUT it will happen automatically for each person who is mailed an enrollment guide unless that person notifies DSHS that she or he wants to stay in fee-for-service.

In this section, I'm going to tell you about the enrollment process.

Enrollment

- SSI Medicaid-only clients sent information by November 1, 2004.
- Have until mid-December to disenroll
- Molina will provide coordinated care to enrolled clients beginning January 1, 2005



SSI Medicaid-only clients will get a WMIP enrollment guide around the first of November 2004.

They will have a month and a half to learn about the program and make a choice.

- If they decide WMIP is a better plan for them – they don't have to do anything.

They will automatically be enrolled in WMIP.

They can always disenroll later if they want to go back to fee-for-service.

- If they do not want to enroll in WMIP, they need to call or send-in a disenrollment form by December 15, 2004.

The phone number and form are in the WMIP enrollment guide.

SSI clients...who also receive Medicare...will not automatically be enrolled in January.

They will get WMIP enrollment information in June 2005. However, they can enroll in WMIP any time they wish.

Medical ID Cards

MEDICAL IDENTIFICATION CARD
This Card Valid Through: 06/30/10
Patient Information: P.O. BOX 46631, BETHELL, WA 98041-0000, Primary Language: ENGLISH, Tel: 206-734-0101

Insurance	Other	Other	Other	Other	Other	Other	Other
MINT (for Molina Healthcare)							

MOLINA (1)
Molina Healthcare of Washington, Inc. (2)
PO Box 1469
Bothell, WA 98041
Member Services: 1-800-369-7165
(3) Patient Name: _____
(4) ID#: _____
(5) Birth Date: _____
(6) Program: _____
(7) PCP Name: _____
(8) PCP Location: _____
(9) PCP Phone: _____
(10) PCP Eff: _____

Changes to the Medical Assistance ID Card:

- “MINT” in the HMO column
- Molina’s name in the address box

Once people are enrolled – their Medical Assistance ID card will change.

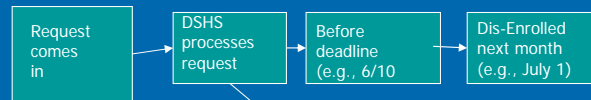
It will say “MINT” in the middle column and list Molina in the address block.

The yellow highlighted areas show where these changes will appear.

People will also get a Molina card and should carry the Molina Card and their Medical Assistance ID card with them when they want healthcare.

People will need both cards because some benefits are covered by the Molina card and other benefits are covered by the DSHS Medical Assistance ID card.

Disenrollment



Medical Identification Card

P.O. BOX 46531
OLYMPIA, WA 98506-5301

Member Name: [Redacted] Birthdate: [Redacted] Sex: [Redacted]

Insurance: [Redacted] Medical Coverage Information: [Redacted]

PROCESSED

SHOW TO MEDICAL PROVIDER AT TIME OF EACH SERVICE

- People can disenroll from WMIP at any time.
- It normally takes one to two months to process the disenrollment.

People can disenroll at any time...but it takes time to process the request.

If people request disenrollment before the monthly deadline...around the 15th of the month...they will be back in fee-for service by the beginning of the next month.

If they miss the monthly deadline, it could take an extra month for the disenrollment to take effect.

But DSHS will always review a client's request for disenrollment quickly.

If there is an urgent reason to make the change, it would not be delayed.



Decision-Making



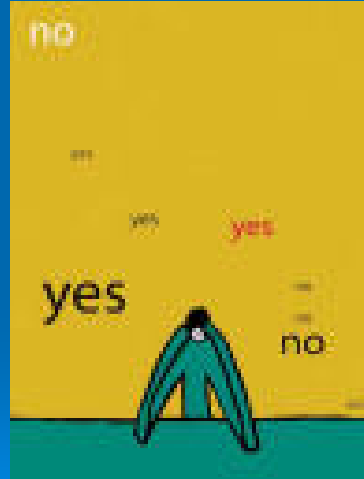
The last two slides will give you information you need if you are helping people decide if they want to switch to WMIP or stay with fee-for-service.

We recommend that people start by listing every doctor or health care provider they currently use.

Then, there are some basic questions that people need to answer before they can make a decision.

Four Questions

- Will I still be able to see my important health care providers?
- Do I need help to find a doctor?
- Do I need help with drug or alcohol treatment?
- Do I have more health problems than most people?



- Can the person stay with their current health providers?

They can ask Molina, their doctor, or their chemical dependency provider if they can stay with their current providers under WMIP.

Molina will try to contract with as many providers as they can so people won't lose access to a favorite doctor or counselor.

- Does the person need help to find a doctor?
- Do they need help finding chemical dependency treatment?

WMIP might be the solution he or she has been looking for.

- Does the person have multiple health problems?

WMIP care coordination provides one plan to cover and coordinate all his or her health care needs.

WMIP is designed to meet the needs of people who want just one place to go...24-hours a day...to get coordinated healthcare.

Mental Health & Long-term Care Phase In

- In January, clients in WMIP continue getting their mental health & long-term care the way they do now.
- Clients told which providers are available before services added to WMIP.



In January, clients will continue to receive mental health and long-term care services as before.

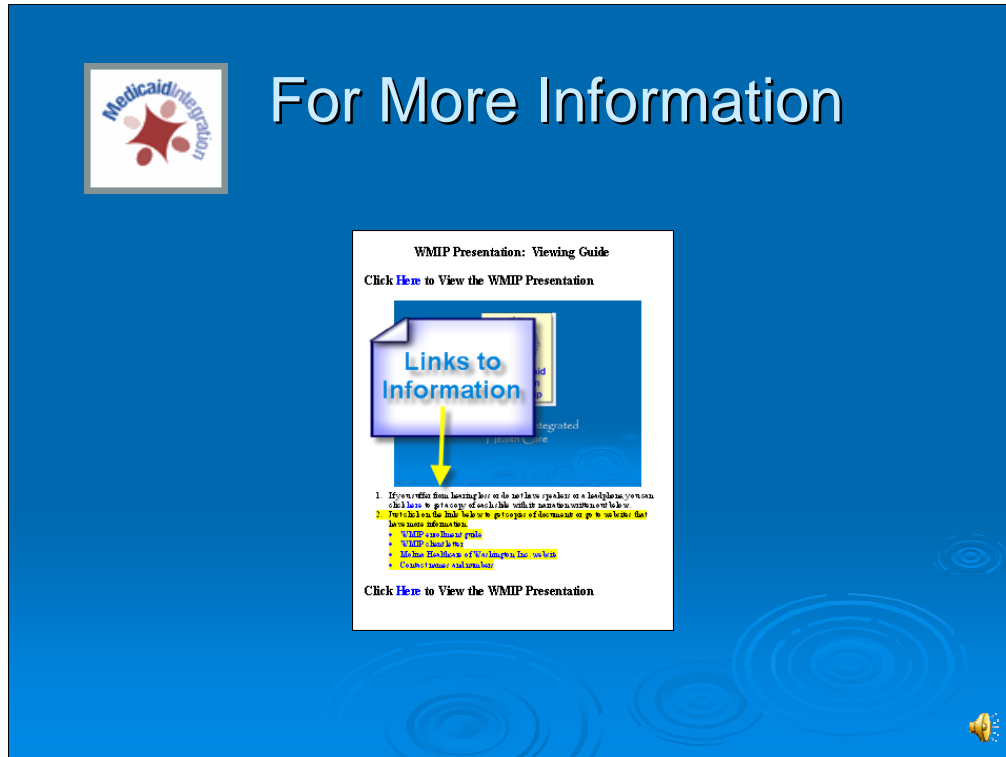
That won't change until later in the year.

This does mean that they won't know if those providers will be added to the Molina health care network until later in 2005.

However, Molina will make every effort to contract with as many long-term care and mental health providers as possible.

These clients may choose to enroll in WMIP now and simply wait to see whether all their current providers will be available under WMIP.

Remember, people can disenroll from WMIP at any time they are not satisfied with Molina's services or choice of providers.



Well that's WMIP in a nutshell.

Please don't hesitate to contact us for more information.

If you click “attachments” in the upper right hand corner of your screen, you will find a list of links to WMIP information – including the WMIP enrollment guide and a list of contact names and numbers if you have questions about specific areas, like mental health or client enrollment.

Just click “attachments” again...when you're done...to clear the screen.

Thanks again for taking the time to view this presentation.

We appreciate that you are helping SSI clients learn about WMIP and helping them decide if WMIP is a good option for them.

We are excited about this program.

We think it has the potential to improve the quality of life for many Washington State citizens who are struggling to meet their serious and multiple health care needs.